

TELECOMMUNICATIONS BULLETIN

September 16, 2005
CMS 06- 09

**Bureau of Communication
and Computer Services**

From:

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Communications Solution
Center

Procedure Change: Searching for Orders in MONIES

Agency Telecommunications Coordinators should be aware of a procedural change in the processing of telecommunications service orders. Beginning September 1, 2005, staff in the Communications Solution Center (CSC) no longer include a "/" mark in front of the Agency Control Number field when entering orders in the Stonehouse Management of Network Income Expense Services (**MONIES**) GI screen. This change applies to orders for voice, cellular, IWIN, paging, and data services.

Telecommunications Coordinators searching MONIES to locate status on a current service order should use only the assigned alpha-numeric Agency Control number. No special characters are included in this field on the MONIES screen. However, if Coordinators are searching for an order submitted prior to September 1st, they should search with the "/" character in the control number field. Coordinators should be advised to search MONIES with and without the "/" in the GI screen when attempting to locate previous orders.

If you have issues or questions regarding the provisioning of voice, cellular, data, paging, or IWIN services, or if you have questions regarding any related repair, please do not hesitate to contact the Communications Solution Center. We are available 24 x 7 x 365 to provide assistance.

800-366-8768

[in Centrex: (217) 524-4784]

Option 1

REPAIR SERVICES

Sub Option	1	Voice
Sub Option	2	Data
Sub Option	3	IWIN
Sub Option	4	Videoconferencing
Sub Option	5	Cellular
Sub Option	6	Paging
Sub Option	7	Internet
Sub Option	8	CMC/IL Century Network

Option 2

NEW and EXISTING SERVICES (Provisioning and Consultation)

Sub Option	1	Voice
Sub Option	2	Data
Sub Option	3	IWIN
Sub Option	4	Videoconferencing
Sub Option	5	Cellular
Sub Option	6	Paging
Sub Option	7	Internet
Sub Option	8	Calling Card

For more information...
visit our website at
www.state.il.us/cms/telecom

